

## A BAKER'S DOZEN

### Common Mistakes People Make Pursuing New Car Lemon Law Claims

1. Failing to keep a copy of your service problems when using a night drop;
2. Failure to accurately describe service problems and require the service writer to precisely record them on your repair order before signing it;
3. Failure to keep all service records and receipts in a file folder in a file cabinet;
4. Leaving or storing service records in your glove compartment where they can be removed (very common);
5. Failing to understand and follow instructions exactly if you send your own "Final Notice" (leads to fatal errors);
6. Drafting and sending your own "Final Notice" (often fatal);
7. Failure to grasp and understand your problem must substantially (SUBSTANTIALLY) impair the use, value or safety of your vehicle to win your case;
8. Failure to prove your defect substantially impairs the use, value or safety of your vehicle;
9. Failure to understand the manufacturer appears with a competent, experienced, classy, likeable, attorney and professional witnesses to demonstrate clearly your problem either is minimal or something built up in your mind;
10. Failure to read previous NJ Administrative *Lemon Law* decisions to see how many consumers who went before you lost their cases (most);
11. Failure to recognize the weaknesses in your case and know when to compromise, settle and accept a manufacturer's offer rather than going to trial and losing;
12. Failure to consult a knowledgeable, competent, experienced attorney.
13. Failure to recognize the helpful people at the NJ Lemon Law Unit of Consumer Affairs are not attorneys and their well intended suggestions may not always carry the day (again, read the overwhelming number of cases lost).

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